



Job Title	Application Support Administrator I	FLSA Status	Exempt
Band	PRO	Probationary Period	12 Months
Zone	3	Job Code	17421

Class Specification – Application Support Administrator I

Summary Statement:

The purpose of this position, under direct supervision, is to implement and support “commercial off the shelf” (COTS) software solutions of a basic degree and complexity and scope used to meet customer needs spanning from one to multiple City departments that are in line with City strategy, industry best practices and trends, and City standards, policies, and procedures. The administrator may also be involved in researching, and evaluating possible solutions to modernize the City’s application portfolio. Follows all City IT processes, procedures, and policies related to incident management, request management, knowledge management, and change management.

DISTINGUISHING CHARACTERISTICS:

This is the entry level class in the Applications Support Administrator series. This class is distinguished from the (II level) by the performance of the more routine tasks and duties assigned to positions within the series and by the level of supervision required in the performance of assigned duties. Since this class is typically used as a training class, employees may have only limited or no directly related work experience.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
90%	Supports COTS software solutions including installation, configuration, testing, monitoring, and troubleshooting. Provides application security, user setup, role privilege definitions and assignments, and security permissions; serves as the primary liaison with the vendors on product deployments, upgrades, data migrations, support issues, or product issues. Coordinates the IT responses to the customers and vendors across IT teams. Oversees the installation and/or upgrade of software patches and releases. Creates system documentation and user training materials; and trains users in the proper use of hardware or software. Reports on the use and effectiveness of the solutions. Provides user support and coordinates scheduled downtime and upgrades with user community. Reads technical manuals, confers with users, or conducts computer diagnostics to investigate and resolve problems or to provide technical



Job Title	Application Support Administrator I	FLSA Status	Exempt
Band	PRO	Probationary Period	12 Months
Zone	3	Job Code	17421

	assistance and support.
10%	Deploy new COTS software; ensure configured solution meets business requirements and use cases and is sustainable; migrate from existing application to replacement application; and plan and execute integration and acceptance testing. May research potential COTS software solutions to determine fit with business needs.

Competencies Required:

Human Collaboration Skills: Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.

Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Skilled in a Technical Field: Work requires a comprehensive practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor's degree from an accredited college or university with major coursework in computer science, information management, or related field.

Experience: No experience is necessary.



Job Title	Application Support Administrator I	FLSA Status	Exempt
Band	PRO	Probationary Period	12 Months
Zone	3	Job Code	17421

Education and Experience Equivalency:

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.

Supervision Exercised:

Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.

Supervision Received:

Receives General Direction: This job title normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

Fiscal Responsibility:

This job title has no budgetary responsibility.

Physical Demands:

Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Never



Job Title	Application Support Administrator I	FLSA Status	Exempt
Band	PRO	Probationary Period	12 Months
Zone	3	Job Code	17421

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, iPhone, iPad, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office and may other software programs.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: August 2015